Listing of Claims:

1.   (Currently Amended) A rank assignment system comprising:

a master database section which holds product information
related to a sales product;

a service information portal section which provides a web
page as an input/output interface of information and which
receives a complaint related to the sales product from the web
page;

~~a master database section which holds product information
related to a sales product;~~

a point calculation section which: (i) calculates points for
each of a plurality of analysis-determination ~~item~~ items used to
analyze and determine the complaint, ~~on the basis of a result
obtained by analyzing the product information and a preset
condition for the result,~~ such that for each of the analysis-
determination items, the point calculation section analyzes the
product information and assigns a number of points for the
analysis-determination item based on a result of the product
information analysis by consulting a table in which respective
numbers of points are assigned to respective value ranges for the
result of the product information analysis, and (ii) totals the
points calculated for all of the analysis-determination items;
and

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a rank assignment section which assigns a rank to the complaint <u>based</u> on<u>:</u> ~~the basis of~~ <u>(i)</u> the points totaled by said point calculation section and ~~a preset point range~~ <u>(ii) a rank assignment table in which respective ranks are assigned to point ranges;</u>

<u>wherein the point ranges assigned to the ranks in the rank assignment table are changeable</u>.

Claim 2 (Canceled).

3.   (Currently amended) A system according to claim ~~2~~ <u>1</u>, further comprising<u>:</u>

<u>a weight setting section which sets for each analysis-determination item a weight for weighting the points calculated for the analysis-determination item in the total calculated by the point calculating section; and</u>

a point range change section which automatically changes <u>at least one of</u> the point ~~range for~~ <u>ranges in the</u> rank assignment table when <u>a</u> setting of said weight setting section is changed.

4.   (Currently Amended) A system according to claim 1, wherein one of the <u>plurality of</u> analysis-determination items is a delivery situation of a defective service part.

5.   (Currently Amended) A system according to claim 4, wherein the product information analysis result <u>for the delivery situation analysis-determination item</u> is obtained from ~~the~~ <u>a</u> number of delivered service parts and ~~the~~ <u>a</u> number of delivered products using the parts.

6.   (Currently Amended) A system according to claim 1, wherein one of the <u>plurality of</u> analysis-determination items is a machine market operation reliability of ~~a defective~~ <u>the</u> product.

7.   (Currently Amended) A system according to claim 6, wherein the product information analysis result <u>for the machine market reliability analysis-determination item</u> is obtained from ~~the~~ <u>a</u> mean number of service call occurrence interval copies of the ~~defective~~ product and ~~the~~ <u>a</u> mean number of service call occurrence interval copies of another product.

8.   (Currently Amended) A system according to claim 1, wherein one of the <u>plurality of</u> analysis-determination items is a report situation to a call center of ~~the~~ occurrence of complaints that are the same as ~~a given~~ <u>the analyzed</u> complaint.

9.   (Currently Amended) A system according to claim 8, wherein the product information analysis result <u>for the report</u>

situation analysis-determination item is obtained from ~~the~~ a

number of reports of complaints that are the same as the ~~given~~

analyzed complaint and ~~the~~ a total number of reports.

    10.   (Currently Amended) A system according to claim 1,

wherein one of the plurality of analysis-determination items is

an identical problem situation of maintenance service information

about ~~the~~ occurrence of complaints that are the same as ~~a given~~

the analyzed complaint.

    11.   (Currently Amended) A system according to claim 10,

wherein the product information analysis result for the identical

problem situation analysis-determination item is obtained from

~~the~~ a number of maintenance result reports of the analyzed

complaint and ~~the~~ a total number of maintenance result reports.

    12.   (Currently Amended) A system according to claim 1,

wherein one of the plurality of analysis-determination items is a

setup report situation about ~~the~~ occurrence of complaints that

are the same as ~~a given~~ the analyzed complaint.

    13.   (Currently Amended) A system according to claim 12,

wherein the product information analysis result for the setup

report situation analysis-determination item is obtained from ~~the~~

a number of setup reports of the <u>analyzed</u> complaint and <s>the</s> <u>a</u>
total number of setup reports.

    14.   (Currently Amended) A system according to claim 1,
wherein one of the <u>plurality of</u> analysis-determination items is a
compensation situation of <s>a defective</s> <u>the</u> product.

    15.   (Currently Amended) A system according to claim 14,
wherein the product information analysis result <u>for the</u>
<u>compensation situation analysis-determination item</u> is obtained
from a total amount of compensation of the <s>defective</s> product and
a total amount of compensation of all products.

    16.   (Currently Amended) A system according to claim 1,
wherein one of the <u>plurality of</u> analysis-determination items is a
product sales situation and inventory situation of <s>a defective</s>
<u>the</u> product in a predetermined period.

    17.   (Currently Amended) A system according to claim 16,
wherein the product information analysis result <u>for the product</u>
<u>sales situation and inventory situation analysis-determination</u>
<u>item</u> is obtained from a sales record of the <s>defective</s> product in
the predetermined period and a sales forecast of the <s>defective</s>
product in <s>the same period as</s> the predetermined period.

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18.   (Currently Amended) A system according to claim 1,
wherein one of the plurality of analysis-determination items is a
download situation of firmware and drivers corresponding to a̶ the
analyzed complaint.

19.   (Currently Amended) A system according to claim 18,
wherein the product information analysis result for the download
situation analysis-determination item is obtained from t̶h̶e̶ a
number of d̶o̶w̶n̶l̶o̶a̶d̶ downloads of the firmware and drivers
corresponding to the analyzed complaint and t̶h̶e̶ a number of
delivered products which are defective.

20. (Currently amended) A rank assignment method comprising:
     receiving i̶n̶p̶u̶t̶ ̶o̶f̶ a complaint f̶r̶o̶m̶ related to a sales
product via a web page which is provided as an input/output
interface of information;
     calculating points for each of a plurality
of analysis-determination i̶t̶e̶m̶ items used to analyze and
determine the complaint, such that for each of the analysis-
determination items, product information related to the sales
product, which is stored in a master database section, is
analyzed and a number of points is assigned for the analysis-
determination item based on a result of the product information

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analysis by consulting a table in which respective numbers of

points are assigned to respective value ranges for the result of

the product information analysis; ~~on the basis of a result~~

15 ~~obtained by analyzing product information related to a sales~~

~~product, which is held by a master database section, and a preset~~

~~condition for the result;~~

totaling the points calculated for all of the analysis-

determination items; and

20   assigning a rank to the complaint based on ~~the basis of~~ the

totaled points and a ~~preset point range~~ rank assignment table in

which respective ranks are assigned to point ranges;

wherein the point ranges assigned to the ranks in the rank

assignment table are changeable.

Claim 21 (Canceled).

22. (Currently amended) A method according to claim 21,

further comprising: [[,]]

setting, for each of the analysis determination items, a

weight for weighting the points calculated for the analysis

5   determination item in the totaled points; and

when a setting ~~of weighting~~ of one of the weights is

changed, automatically changing at least one of the point ~~range~~

~~for~~ ranges in the rank assignment table.

23.   (Currently Amended) A method according to claim 20,
wherein one of the <u>plurality of</u> analysis-determination items is a
delivery situation of a defective service part.

24.   (Currently Amended) A method according to claim 20,
wherein one of the <u>plurality of</u> analysis-determination items is a
machine market operation reliability of ~~a defective~~ <u>the</u> product.

25.   (Currently Amended) A method according to claim 20,
wherein one of the <u>plurality of</u> analysis-determination items is a
report situation to a call center of ~~the~~ occurrence of complaints
that are the same as ~~a given~~ <u>the analyzed</u> complaint.

26.   (Currently Amended) A method according to claim 20,
wherein one of the <u>plurality of</u> analysis-determination items is
an identical problem situation of maintenance service information
about ~~the~~ occurrence of complaints that are the same as ~~a given~~
<u>the analyzed</u> complaint.

27.   (Currently Amended) A method according to claim 20,
wherein one of the <u>plurality of</u> analysis-determination items is a
setup report situation about ~~the~~ occurrence of complaints that
are the same as ~~a given~~ <u>the analyzed</u> complaint.

28.   (Currently Amended) A method according to claim 20,
wherein one of the <u>plurality of</u> analysis-determination items is a
compensation situation of ~~a defective~~ <u>the</u> product.

29.   (Currently Amended) A method according to claim 1,
wherein one of the <u>plurality of</u> analysis-determination items is a
product sales situation and inventory situation of ~~a defective~~
<u>the</u> product in a predetermined period.

30.   (Currently Amended) A method according to claim 1,
wherein one of the <u>plurality of</u> analysis-determination items is a
download situation of firmware and drivers corresponding to ~~a~~ <u>the</u>
<u>analyzed</u> complaint.

Claims 31-41 (Canceled).

42.   (New) A computer-readable storage medium having a
computer-readable program code stored thereon that is executable
by a computer to cause the computer to execute a process
comprising:
5   receiving a complaint related to a sales product via a web
page which is provided as an input/output interface of
information;

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calculating points for each of a plurality of analysis-
determination items used to analyze and determine the complaint,

10   such that for each of the analysis-determination items, product
information related to the sales product, which is stored in a
master database section, is analyzed and a number of points is
assigned for the analysis-determination item based on a result of
the product information analysis by consulting a table in which

15   respective numbers of points are assigned to respective value
ranges for the result of the product information analysis;

totaling the points calculated for all of the analysis-
determination items; and

assigning a rank to the complaint based on the totaled

20   points and a rank assignment table in which respective ranks are
assigned to point ranges;

wherein the point ranges assigned to the ranks in the rank
assignment table are changeable.

43. (New) The computer readable storage medium according to
claim 42, wherein the process executed by the computer further
comprises:

setting, for each of the analysis determination items, a

5   weight for weighting the points calculated for the analysis
determination item in the totaled points; and

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when a setting of one of the weights is changed,
automatically changing at least one of the point ranges in
the rank assignment table.

44.   (New) The computer readable storage medium according to
claim 42, wherein one of the plurality of analysis-determination
items is a delivery situation of a defective service part.

45.   (New) The computer readable storage medium according to
claim 42, wherein one of the plurality of analysis-determination
items is a machine market operation reliability of the product.

46.   (New) The computer readable storage medium according to
claim 42, wherein one of the plurality of analysis-determination
items is a report situation to a call center of occurrence of
complaints that are the same as the analyzed complaint.

47.   (New) The computer readable storage medium according to
claim 42, wherein one of the plurality of analysis-determination
items is an identical problem situation of maintenance service
information about occurrence of complaints that are the same as
the analyzed complaint.

48.   (New) The computer readable storage medium according to claim 42, wherein one of the plurality of analysis-determination items is a setup report situation about occurrence of complaints that are the same as the analyzed complaint.

49.   (New) The computer readable storage medium according to claim 42, wherein one of the plurality of analysis-determination items is a compensation situation of the product.

50.   (New) The computer readable storage medium according to claim 42, wherein one of the plurality of analysis-determination items is a product sales situation and inventory situation of the product in a predetermined period.

51.   (New) The computer readable storage medium according to claim 42, wherein one of the plurality of analysis-determination items is a download situation of firmware and drivers corresponding to the analyzed complaint.

52.   (New) The rank assignment system according to claim 3, wherein the weight set for at least one of the analysis-determination items is individually changeable in the weight setting section.

53.   (New) The method according to claim 22, further
comprising individually changing the weight set for at least one
of the analysis-determination items.

54.   (New) The computer readable storage medium according to
claim 43, wherein the process executed by the computer further
comprises individually changing the weight set for at least one
of the analysis-determination items.